



Benton County Special and Rural Transportation

TITLE VI PROGRAM PLAN **July, 2014**



NORTH / NORTHWEST

CONNECTOR
be driven



**BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR THE STATE OF OREGON, FOR THE COUNTY OF BENTON**

In the Matter of Adopting the)
Special and Rural Transportation)
Title VI Program Plan)

ORDER No. D2014-079

THAT, Title VI is a federal statute which provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance; and

THAT, federal statute including MAP-21, Public Law 112-141 and 49 CFR Part 21, and Oregon administrative regulations require that local transportation programs such as Benton County's Special and Rural Transportation Program, prepare and submit to the Oregon Department of Transportation (ODOT) a Title VI Program Plan every three years; and

THAT, a Title VI Program Plan has been developed in accordance with many new statutory changes and requirements, and is hereby presented to the Board for acceptance.

NOW, THEREFORE, BE IT HEREBY ORDERED:

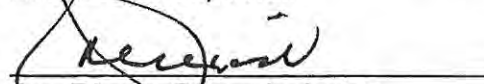
THAT the Benton County Special and Rural Transportation Title VI Program Plan be accepted as presented, and submitted to ODOT in satisfaction of federal requirements.

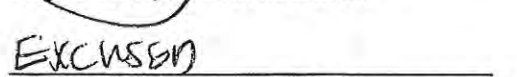
Adopted this 19th day of August, 2014.

Signed this 19th day of August, 2014.

BOARD OF COMMISSIONERS


Linda Modrell, Chair


Jay Dixon, Commissioner


Annabelle Jaramillo, Commissioner

Approved as to form:

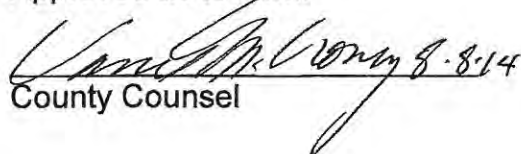

County Counsel

Table of Contents

Introduction	3
Contact Information	3
Organizational Chart	3
Legal Statutes and Authorities.....	4
Specific Discriminatory Practices.....	6
Benton County Title VI Policy	6
Title VI Responsibilities and Compliance Activities.....	8
Signed Policy Statement.....	9
Title VI Notice to the Public	9
Title VI Complaint Procedures	9
Record of Title VI Investigations, Complaints, or Lawsuits.....	11
Minority Representation on Advisory Board	12
Public Participation Plan Summary	12
BCSRT Limited English Proficiency Plan.....	13
Title VI Environmental Justice	14
Title VI Service Standards	14
Attachment A – Organizational Charts	16
Attachment B – Non-Discrimination Policy and Letter	18
Attachment C – Title VI Non-Discrimination Notices	24
Attachment D – Title VI Complaint Form	27
Attachment E – CAMPO Public Involvement Framework	30
Attachment F – BCSRT Limited English Proficiency Plan.....	34
Attachment G – Environmental Justice Data	39

Introduction

In Accordance with Title VI of the Civil Rights Act of 1964, this program plan reflects the Benton County Special and Rural Transportation Program's commitment to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the Benton County Special and Rural Transportation Program (BCSRT).

This Plan generally follows the Oregon Department of Transportation Sample Title VI Plan format and content guidance. Benton County is a rural and urbanized area with a population under 200,000 for FTA reporting purposes.

Contact Information

Lee K. Lazaro
Benton County Special and Rural Transportation Coordinator
C/O City of Corvallis
P.O. Box 1083
1245 NE 3rd Street
Corvallis, OR 97339-1083
Lee.Lazaro@ci.corvallis.or.us
Phone: 541-754-1748 Fax: 541-766-6920

Lisa Scherf
Transportation Unit Supervisor
City of Corvallis Public Works Department
P.O. Box 1083
1245 NE 3rd Street
Corvallis, OR 97339-1083
Lisa.Scherf@ci.corvallis.or.us
Phone: 541-754-1759 Fax: 541-766-6920

Josh Wheeler, P.E.
Director of Public Works
Benton County Public Works Department
360 SW Avery Avenue
Corvallis OR 97333
Joshua.Wheeler@Co.Benton.OR.US
Phone: 541-766-6821 Fax: 541-766-6891

Organizational Chart

An organizational chart can be found in **Attachment A**.

Legal Statutes and Authorities

- **Title VI of the 1964 Civil Rights Act**, 42 U.S.C. 2000, provides in section 601 that:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

- **The Age Discrimination Act of 1975**, as amended 42 U.S.C. 6101, provides:

“No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

- **The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970**, 42 U.S.C. 4601, provides:

“For the fair and equitable treatment of persons displaced as direct result of programs or projects undertaken by a Federal agency or with Federal financial assistance.”

- **The 1976 Federal-aid Highway Act**, 49 U.S.C. 306

Outlines the responsibilities of the U.S. Department of Transportation and, at (c) outlines the Secretary’s authority to decide whether a recipient has not complied with applicable Civil Rights statutes or regulations, requires the Secretary to provide notice of the violation, and requires necessary action to ensure compliance.

- **The 1973 Federal-aid Highway Act**, 23 U.S.C 324, provides:

“No person shall on the ground of sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this Title or carried on under this title.”

- **The Civil Rights Restoration Act of 1987**, P.L. 100-209, provides:

Clarification of the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. Restores the institution-wide scope and coverage of the non-discrimination statutes to include all programs and activities of federal-aid recipients, sub-recipients, and contractors, whether such programs are federally assisted or not.

- **The Uniform Relocation Act Amendments of 1987**, P.L 101-246, provides

"For fair, uniform, and equitable treatment of all affected persons; ...(and) minimizing the adverse impact of displacement...(to maintain)...the economic and social well-being of communities; and...to establish a lead agency and allow for State certification and implementation."

- **The Americans with Disabilities Act**, P.L. 101-336, provides:

"No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination by a department, agency, special purpose district, or other instrumentality of a State or a local government."

- **The Civil Rights Act of 1991**, in part, amended Section 1981 of 42 U.S.C. by adding two new sections that provided:

"(b) For the purposes of this section, the term 'make and enforce contracts' includes the making, performance, modification, and termination of contracts and the enjoyment of all benefits, privileges, terms, and conditions of the contractual relationship.

(c) The rights protected by this section are protected against impairment by non-governmental discrimination and impairment under color of State law."

- **Title VIII of the 1968 Civil Rights Act**, 42 U.S.C. 3601, provides that:

"(l) It shall be unlawful...to refuse to sell or rent after the making of a bona fide offer, or to refuse to negotiate for the sale or rental of, or otherwise make unavailable or deny a dwelling to any person because of race, color, religion or national origin."

- **The National Environmental Policy Act of 1969**, 42 U.S.C. 4321

Requires the consideration of alternatives, including the "no-build" alternative, consideration of social, environmental and economic impacts, public involvement, and use of a systematic interdisciplinary approach at each decision-making stage of Federal-aid project development.

- **Section 504 of the Rehabilitation Act of 1973**, 29 U.S.C. 790, provides that:

"No qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives or benefits from Federal financial assistance."

Specific Discriminatory Practices

USDOT regulations declare that the following discriminatory practices must be prohibited by a State's Transportation Agency directives. (49 C.F.R. §21.5(b))

Illegal discrimination can occur when an individual or group representing a protected class are denied program services, aids, or benefits. Examples of discriminatory practices may include, but are not limited to, the following:

- Denial to an individual any service, financial aid, or other benefit provided under the program;
- Distinctions in the quality, quantity, or manner in which the benefit is provided;
- Segregation or separate treatment in any part of the program;
- Restriction in the enjoyment of any advantages; privileges, or other benefits provided to others;
- Different standards or requirements for participation;
- Methods of administration which directly or through contractual relationships would defeat or substantially impair the accomplishment of effective nondiscrimination;
- Discrimination in any activities related to transportation and infrastructure or facility built or repaired in whole or in part with Federal funds;
- Discrimination in any employment resulting from a program, the primary purpose of which is to provide employment.

Benton County Title VI Policy

BCSRT will ensure that its transportation services, policies, and activities will comply with the Department of Transportation's (DOT) Title VI regulations. Benton County is committed to developing and maintaining transit services that are free from any form of discrimination.

BCSRT will maintain its procedures, and where necessary perform corrective actions, to ensure the equal protection, treatment, and representation of all persons without discrimination including, but not limited to age, citizenship status, race, ethnicity, marital or familial status, gender identity or expression, mental disability, national origin, physical disability, religion, religious observance, sexual orientation, and source or level of income.

BCSRT will do the following:

Ensure Non-discrimination as an operating principle. No person, on the basis of age, citizenship status, race, ethnicity, marital or familial status, gender identity or expression, mental disability,

national origin, physical disability, religion, religious observance, sexual orientation, and source or level of income, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

Provide an annual Title VI certification and assurance. As a condition of receiving Federal and State financial assistance and in accordance with 49 CFR Section 21.7, BCSRT will submit its Title XI Assurance, as part of its annual Certification and Assurance submission to ODOT.

Notify beneficiaries of protection under Title VI. In accordance with 49 CFR Section 21.9(d) BCSRT will provide information to the public regarding its Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. These Title VI obligations and protections will be posted on the agency website; on a poster at noted locations; and through other communications methods used by the agency.

Maintain a Local Title VI Complaint Procedure. In accordance with 49 CFR Section 21.9(b), BCSRT will develop and maintain procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. The BCSRT contractor will provide a complaint form upon request and forward those forms to the Title VI Complaint Coordinator (Special and Rural Transportation Coordinator) for resolution.

Recourse to Federal Title VI Enforcement. BCSRT will make it known to the public that those persons or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

Record Title VI Investigations, Complaints and Lawsuits. In accordance with 49 CFR Section 21.9(b), BCSRT will prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming the recipient that allege discrimination on the basis of race, color, or national origin. This list will include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); and the status of the investigation, lawsuit, or complaint.

Provide Access to Limited English Proficient Persons. Benton County, as well as the City of Corvallis, each has a process to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). BCSRT will utilize these processes to assist persons with limited English proficiency to participate in the transportation planning and utilization process. BCSRT staff will make every effort to provide translators and document translations, where feasible, upon request.

Prepare and Submit a Title VI Program Plan. To ensure compliance with 49 CFR Section 21.9(b), BCSRT will document their compliance with this chapter by submitting a Title VI Program to the FTA's regional civil rights officer once every three years. This document is that plan.

Public Participation. BCSRT will consider, and will make a reasonable effort seek out, the

viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and activities regarding proposed transportation decisions.

Responsibilities. Employees and contractors of BCSRT will follow the intent of these guidelines in a manner that reflects agency policy.

Title VI Responsibilities and Compliance Activities

BCSRT's Special and Rural Transportation Coordinator shall be the local Title VI compliance coordinator, if there is no Benton County Title VI coordinator appointed. At minimum, the following Title VI compliance activities will be performed:

- Identify, investigate, and consciously work to eliminate any actual discrimination, and the possibility or opportunity for discrimination in any form, in the provision of BCSRT transportation services.
- Gather and maintain demographic and statistical data to analyze Title VI areas of concern and potential impacts, and to report on service area age, race, ethnicity, income level, national origin, and gender of participants in federally funded BCSRT transportation services.
- Disseminate Title VI program information to other employees, contractors, riders, and the general public.
- Design and review changes to transportation services keeping the principles of environmental justice in mind, and analyze any unintended potential discriminatory impacts of service changes prior to implementing them.
- Oversee formal and informal Title VI complaints; maintain a list of Title VI complaints and investigations; and report any significant Title VI issues to County management.
- Ensure that required Title VI documents are submitted to ODOT on a timely basis, including annual Certifications and Assurances, as well as triennial Title VI plans.
- Ensure that Title VI non-discrimination notices are posted in public locations as well as on the BCSRT website, and are included in appropriate public documents.
- Attend Title VI trainings when provided by ODOT or by FTA, and review new documents and guidance when publically issued.

Signed Policy Statement

A policy statement signed by the Director of Public Works, assuring BCSRT's compliance with Title VI of the Civil Rights Act of 1964 can be found as **Attachment B**. Additionally, this Title VI Plan will be adopted by the Benton County Board of Commissioners, and a copy of the signed Resolution will be provided to ODOT.

Title VI Notice to the Public

The BCSRT Title VI Notice to the Public shall be posted at the following locations. A copy of the public notice can be found as **Attachment C**.

- City of Corvallis Transportation Program Office, Public Works Department
- Benton County Board of Commissioners Office
- On board buses operated by BCSRT
- At the Corvallis Transit Center Coast-To-Valley bus stop

Title VI Complaint Procedures

BCSRT has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred eighty (180) days from the date of alleged discrimination.

The procedure for filing a Title VI civil rights complaint and the process for responding to such a complaint is as follows:

- 1) Any individual, group of individuals or entity that believes that they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.
- 2) Complaints may be submitted to BCSRT staff or representatives, or the BCSRT contractor via telephone, in person, in writing, or via email. Complainants will eventually be directed to submit a standard BCSRT complaint form. Persons with limited English proficiency can be assisted by a third party to complete the form. Complaints made through the BCSRT contractor will be forwarded to the BCSRT Coordinator.
- 3) The BCSRT Coordinator shall make a determination within 10 working days as to whether the complaint is a Title VI complaint. The basis of the determination may be apparent in the complaint as submitted, or require follow-up with the complainant.
- 4) If the complaint is a Title VI complaint, the Coordinator will investigate and determine the disposition of the complaint. The Coordinator will also report the filing of the complaint to

his/her immediate superior. The formal investigation of the complaint will be confidential and will include but is not limited to:

- a. Date, time, location and specific circumstances of the alleged incident
- b. Interviews with witnesses, if any
- c. Interviews with the person against whom the complaint was made, as applicable

- 5) Within 30 days of the determination, the Coordinator will report a summary of findings and resolution of the complaint in writing, including the proposed disposition of the matter, and will provide a copy to the complainant, and keep a copy on file for a minimum of three years. The notification will advise the complainant of his/her appeal rights with ODOT, and/or FTA, if they are dissatisfied with the final decision rendered by BCSRT. The Coordinator will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

The resolution of the complaint will be completed within one of the following:

EXONERATED – The investigation confirmed that the alleged behavior did occur, but that it was consistent with County policy.

UNFOUNDED – The investigation demonstrated that the alleged actions did not occur.

UNSUBSTANTIATED – The investigation did not present sufficient evidence to clearly prove or disprove the allegations.

SUSTAINED – The investigation does disclose sufficient evidence to clearly prove the allegations.

- 6) Complaints which are found to be sustained will be acted upon directly by the BCSRT Coordinator, using methods or resources appropriate to resolution of the incident and consistent with the severity of the causal action. This may include appropriate contractual remedies with the BCSRT contractor. If the complaint involves any actions of the BCSRT Coordinator, even if inadvertent or only in part, the issue will be referred to the BCSRT Coordinator's supervisor for determination of appropriate follow-up.
- 7) Appeals to BCSRT determinations may be made to the Benton County Public Works Director's Office. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints to the lowest lever possible. The option of informal mediation meetings(s) between the affected parties and BCSRT may be utilized for resolution.
- 8) If the Complainant is dissatisfied with the Agency's resolution of the complaint, he/she has the right to file a complaint with either ODOT or directly with FTA, or both, at the addresses below:

Oregon Department of Transportation
Office of Civil Rights
Attn: Intermodal Civil Rights Manager
355 Capitol Street, NE
Salem, OR 97301
503.986.3169

Federal Transit Administration, Region 10
Attn: Civil Rights Officer
Jackson Federal Building
915 Second Avenue Suite 3142
Seattle, WA 98174-1002
Phone 206-220-7954 Fax 206-220-7959

FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov.
These procedures are also outlined in FTA Circular 4702.1A. Chapter IX.

A sample BCSRT Title VI Complaint Form can be found as ***Attachment D***.

Record of Title VI investigations, Complaints, or Lawsuits

BCSRT will maintain a list of any and all transit related Title VI investigations, complaints, and lawsuits. The list shall be kept and maintained at the BCSRT administrative office located at 1245 NE Third Street, Corvallis OR 97330.

For purposes of this triennial Title VI program plan, BCSRT hereby certifies that:

- a. There are no outstanding lawsuits or complaints naming BCSRT which allege discrimination on the basis of race, color or national origin with respect to service or other transit benefits.
- b. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to BCSRT and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to BCSRT.
- c. There are currently no in-progress or pending BCSRT service changes, or facility or construction projects, which would negatively impact low-income or minority communities.

Minority Representation on Advisory Board

The BCSRT reports and takes direction on funding issues from the Benton County Special Transportation Advisory Committee (STAC), whose members are appointed by the Benton County Board of Commissioners. Members represent specific constituents and interests, as set forth in County code and STF statutes (ORS 391 and OAR Chapter 732.) Seniors and persons with disabilities, as well as system users are represented on the STAC. Every effort will be made when recruiting new members to recruit low-income and/or minority representatives. The County will maintain a table documenting the racial makeup of membership of such committees.

Public Participation Plan - Summary of Efforts and Outreach

The BCSRT takes guidance from the Corvallis Area Metropolitan Planning Organization's (CAMPO) adopted **Public Involvement Framework**, which is attached as **Attachment E**.

BCSRT shall strive to include minority, low-income, and LEP (Limited English Proficiency) individuals and their viewpoints in its decision making processes. This includes outreach to minority groups in Corvallis and the surrounding area. BCSRT shall make every effort to include the following practices, consistent with the CAMPO Framework:

- 1) Coordination with individuals, institutions, or organizations representing the Corvallis area minority, low-income, senior, disabled, and LEP community, to reach out to citizens and potential riders in these communities. This includes joining organizations and attending regular meetings, to raise awareness of the services offered by BCSRT.
- 2) Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments. Audio recordings of every STAC meeting are made, and BCSRT is working with Benton County to have the STAC audio recordings posted on the County website after each meeting.
- 3) Utilization of locations, facilities and meeting times that are convenient and accessible to low-income, disabled and minority communities. The STAC meets the fourth Thursday of each month, currently at the County's Sunset Building which is served by Corvallis Transit, and is also the headquarters for Benton County Dial-a-Bus.
- 4) In accordance with Oregon public meeting law, all public meetings including STAC meetings and any transportation planning meetings are open to the general public. Accommodations are available for those with limited English proficiency if requested in advance of the meeting. BCSRT is working with Benton County to have the STAC

agenda and minutes posted on the County website before and after each meeting. There is a standing agenda item titled "Visitors Comments" during which community members are encouraged to participate. Currently, STAC members include three persons who are disabled or are intimately involved in the disabled community.

- 4) Varying the type and number of news media used to announce public participation opportunities, such as print media, radio spots, bus posters, and Benton County public service announcements and press releases.
- 5) Seeking guidance from the ODOT Office of Civil Rights and Public Transit Division in additional ways to address and implement DOT's policy guidance regarding BCSRT's responsibilities to LEP persons.
- 6) Conduct onboard rider surveys, and become involved with both City of Corvallis and Benton County community surveys, which are conducted at regular intervals. Future community surveys will be available in Spanish.
- 7) Bilingual outreach – both the City of Corvallis and Benton County maintain a list of fluent Spanish-speaking employees who are available as resources for the BCSRT contractor to communicate with Spanish-speaking clients. BCSRT can also contract for written Spanish language translators when necessary.
- 8) Schedules translated in Spanish – the current Dial-a-Bus service schedule is available in English or Spanish. Future new service schedules for all services will be provided in English and Spanish and made available via paper brochures and on the BCSRT website.

BCSRT Limited English Proficiency Plan

BCSRT has developed a Limited English Proficiency Plan. A full copy of the outreach plan for individuals with limited English proficiency can be found in **Attachment F**. Key elements of the plan include:

- Spanish speaking translators available upon request during normal business hours.
- Some route and schedule brochures currently provide a Spanish-language edition. Future versions of all schedules and brochures will be published in both English and Spanish.
- Route and schedule information will be available available in Spanish on the BCSRT website.
- Future City and County community surveys will be available in Spanish, and may include a transit section.

- Outreach will be conducted with key organizations to learn more about reaching low-income and minority riders
- Training will be done with BCSRT contractor staff to advise them of Title VI responsibilities and resources

Title VI Environmental Justice

BCSRT will avoid, minimize or mitigate activities or services which would have a disproportionately high or adverse impact on minority or low-income populations. Adverse impacts may include human health effects, environmental effects, or social and economic effects. BCSRT has completed research and gathered data which will help us in analyzing the areas, communities, and populations which are at risk and must be considered for environmental justice. This data is summarized in **Attachment G**. BCSRT does not presently own any facility assets, only rolling stock. There are no current planned BCSRT facilities or construction projects that would require a Title VI equity analysis.

Title VI Service Standards

Vehicle Load for Each Mode Standard (expressed as a ratio)

The peak-hour vehicle load standards by mode for BCSRT are below. Vehicle Load Standards are expressed as a ratio. (A 40-foot bus that allows 12 standees would have a load standard of 1.3) BCSRT does not allow standees for safety reasons.

Commuter (24 passenger bus)	1.0
Paratransit (4 passenger van)	.2
Demand Response (12 passenger bus)	.8

Off-peak Hour Vehicle Load Standards by Mode

Commuter (24 passenger bus)	.7
Paratransit (4 passenger van)	.2
Demand Response (12 passenger bus)	.6

Vehicle Headway for Each Mode (Time between vehicles on same route)

Commuter (24 passenger bus)	2 hours (approx)
Paratransit (4 passenger van)	n/a
Demand Response (12 passenger bus)	n/a

On Time Performance for Each Mode

	May Run Early (yes/no)	On-time Consideration
Demand Response	YES	(+or –) 15 minutes
Commuter	NO	<10 minutes behind
Paratransit	YES	(+or –) 10 minutes

Service Availability for Each Mode

BCSRT strives to provide equitable service availability to customers within the service area. We have set our service availability goals as follows:

Commuter (24 passenger bus)	80% of residents in the service area can transfer to our service by CTS or other transit, or reside within 2 miles of a park and ride
Paratransit (4 passenger van)	Service is provided equally throughout the CTS service area consistent with ADA route and schedule requirements
Demand Response (12-passenger bus)	Service is provided throughout Benton County and may require advance reservation

Vehicle Assignment for Each Mode

BCSRT sets a policy of vehicle assignment for each mode without regard to race, color, national origin, religion age, marital status, sexual orientation, or disability of users from that service area. BCSRT will assign vehicles with higher capacity to routes with higher ridership. Age of the vehicles will only be considered a factor when assigning vehicles to longer or more challenging routes.

ATTACHMENT A

City of Corvallis PUBLIC WORKS DEPARTMENT

Department Director

Administrative Division
Division Manager

Transportation & Buildings Division
Division Manager

Engineering Division
Division Manager

Street Maintenance
Supervisor
Leadworker (2)
Maintenance Specialist (9)

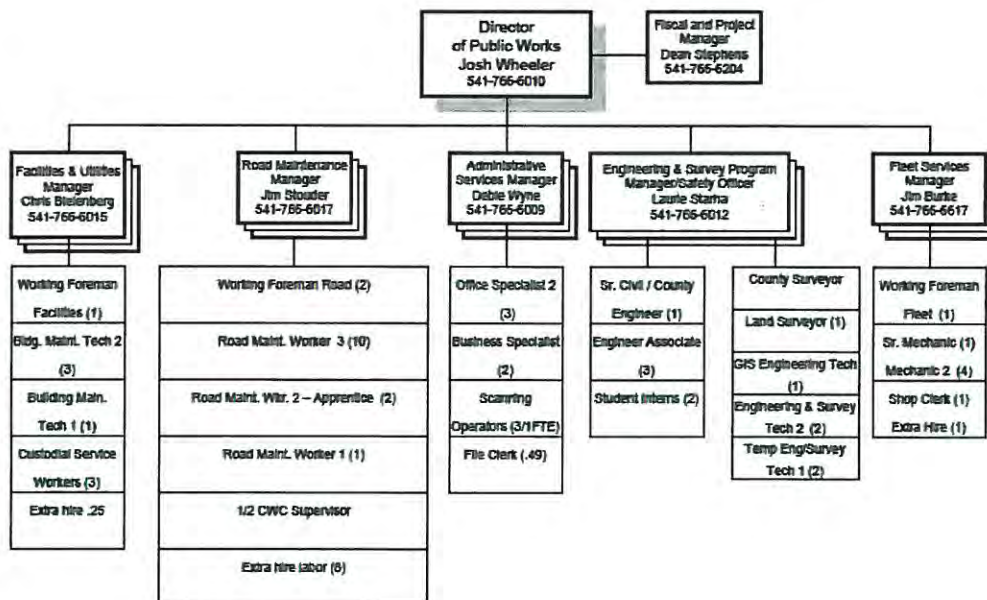
Electronics & GIS
Supervisor
Electronics Technician (3)
GIS Technician (2)
GIS Coordinator

Utilities Division
Division Manager

Airport/Transit/STF/Parking
Supervisor
Airport Manager
Airport Bldgs & Grnds Tech (.5)
Special Transportation
Transportation Leadworker
Program Specialist - Transportation
Senior Admin Specialist
Program Specialist - Parking (.5)

Buildings and Fleet
Supervisor
Buildings Leadworker
Building Maintenance Specialist (2)
Mechanic (2)

Benton County Department of Public Works August 2014



ATTACHMENT B



***BENTON COUNTY PUBLIC WORKS DEPARTMENT
SPECIAL AND RURAL TRANSPORTATION PROGRAM***

**TITLE VI NON-DISCRIMINATION
POLICY STATEMENT**

August 20, 2014

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Benton County Special and Rural Transportation program is committed to complying with the requirements of Title VI in all of its programs and activities.

Benton County’s non-discrimination policy is contained within Chapter 28 of the Benton County Code, a copy of which is included on the following pages.

Questions and complaints may be reported to Lee K. Lazaro, Special and Rural Transportation Coordinator, at 541-754-1748, or at lee.lazaro@corvallisoregon.gov . Appeals of Title VI complaint reviews may be directed to me, at 360 SW Avery Avenue, Corvallis OR 97333.

Josh Wheeler, P.E.
Director of Public Works

BENTON COUNTY CODE: CHAPTER 28

ANTI-DISCRIMINATION

ADMINISTRATION

28.005 Definitions. As used in BCC Chapter 28.

- (1) **“Gender identity”** includes the status of being transsexual or transgender.
- (2) **“Sexual orientation”** means actual or supposed perceived homosexuality, heterosexuality or bisexuality.
- (3) **“Source of income”** means the means by which a person supports himself or herself and his or her dependents, including but not limited to money and property from any occupation, profession or activity, from any contract, settlement or agreement, from federal or state payments, court-ordered payments, gifts, bequests, annuities, life insurance policies, and compensation for illness or injury, but excluding any money or property derived in a manner made illegal or criminal by any law, statute or ordinance.
- (4) All other terms used in BCC Chapter 28 are to be defined as in Oregon Revised Statutes Chapter 659 or Benton County Code Chapter 1. [Ord. 98-0139]

28.010 Purpose. The purpose of BCC Chapter 28 is to eliminate discrimination based on race, religion, color, sex, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity or source of income. Such discrimination poses a threat to the health, safety and general welfare of the citizens of Benton County and menaces the institutions and foundation of our community. [Ord. 98-0139]

28.015 Intent. The intent of BCC Chapter 28 is that no person be denied the equal protection of the laws, nor shall any person be denied the enjoyment of his/her civil or political rights or be discriminated against because of race, color, religion, national origin, sex, age, condition of pregnancy, marital status, physical limitations, family responsibilities, educational association, source of income, gender identity, sexual orientation or affectional preferences. Nothing herein contained shall be construed to prohibit any affirmative laws passed by any level of government. [Ord. 98-0139]

28.020 Exceptions.

- (1) The prohibitions in BCC Chapter 28 against discriminating on the basis of sexual orientation do not apply:

- (a) To the leasing or renting of a room or rooms within an individual living unit which is occupied by the lessor as his or her residence;
 - (b) To dwellings with not more than two individual living units where one of the units is owner occupied.
 - (c) To bona fide church or sectarian religious organizations, including churches, temples, synagogues, religious schools or other facilities used primarily for religious purposes.
- (2) The prohibitions of BCC Chapter 28 against discriminating on the basis of source of income do not prohibit:
- (a) Inquiry into and verification of a source or amount of income;
 - (b) Inquiry into, evaluation of, and decisions based on the amount, stability, security or creditworthiness of any source of income;
 - (c) Screening prospective purchasers and tenants on bases not specifically prohibited by BCC Chapter 28 or state or federal law.
 - (d) Refusal to contract with a governmental agency under 42. U.S.C. §1437f(a) "Section 8". [Ord. 98-0139]

28.025 Enforcement.

- (1) Enforcement of all or any part of BCC Chapter 28 shall be governed by the procedures established in ORS Chapter 659. Rules adopted by the County Attorney pursuant to BCC Chapter 28 may also be used to implement enforcement and administration of BCC Chapter 28.
- (2) Any person claiming to be aggrieved by an unlawful employment practice under BCC Chapter 28 may file a complaint with the Commissioner of the Bureau of Labor and Industries under procedures established in ORS 659.040, and any person claiming to be aggrieved by an unlawful practice under BCC Chapter 28 relating to selling, renting or leasing real estate or discrimination in public accommodations, may file a complaint with the Commissioner under procedures established in ORS 659.045.
- (3) The Commissioner may then proceed and shall have the same enforcement powers under BCC Chapter 28, and if the complaint is found to be justified, the complainant shall be entitled to the same remedies under ORS 659.050 to 659.085 as in the case of any other complaint filed under ORS 659.040 or 659.045
- (4) Any order issued by the Commissioner of the Bureau of Labor and Industries under BCC Chapter 28 shall be viewed as one issued by a hearings officer employed by the County within the meaning of ORS 46.045(3) and shall be fully enforceable by the County.
- (5) Any person claiming to be aggrieved by an unlawful discriminatory act under the provisions of this code shall have a cause of action in any court of competent jurisdiction for

damages and such other remedies as may be appropriate. Election of remedies and other procedural issues relating to the interplay between administrative proceedings and private rights of action shall be handled as provided for in ORS 659.095 and 659.121. The court may grant such relief as it deems appropriate, including but not limited to such relief as is provided in ORS 659.121. [Ord. 98-0139]

28.030 Authority of the County Attorney to Adopt Rules.

(1) The County Attorney is hereby authorized to adopt rules, procedures and forms to assist in the implementation of the provisions of BCC Chapter 28.

(2) Any rule adopted pursuant to this Section shall require a public review process. Not less than ten (10) nor more than thirty (30) days before such public review process, notice shall be given by publication in a newspaper of general circulation. Such notice shall include the place, time and purpose of the public review process and the location at which copies of the full text of the proposed rules may be obtained.

(3) During the public review, a designee of the County Attorney shall hear testimony or receive written comment concerning the proposed rules. The County Attorney shall review the recommendation of his or her designee, taking into consideration the comments received during the public review process, and shall either adopt the proposal, modify or reject it. If a substantial modification is made, additional public review shall be conducted, but no additional notice shall be required if such additional review is announced at the hearing at which the original comments are received.

(4) Unless otherwise stated, all rules shall be effective upon adoption by the County Attorney and shall be filed in the office of the Board of Commissioners.

(5) Notwithstanding paragraphs 2) and 3) of this Section, an interim rule may be adopted without prior notice upon a finding that failure to act promptly will result in serious prejudice to the public interest or the interest of the affected parties. The finding shall state the specific reasons for such prejudice. Any rule adopted pursuant to this paragraph shall be effective for a period of not longer than 180 days. [Ord. 98-0139]

28.035 Construction. BCC Chapter 28 shall be broadly construed, consistent with its remedial purpose. [Ord. 98-0139]

28.040 Severability of Provisions. If any party or provision of BCC Chapter 28, or application thereof to any person or circumstance, is held invalid, the remainder of BCC Chapter 28 and the application of the provision or part thereof, to other persons not similarly situated or to other circumstances, shall not be affected thereby and shall continue in full force and effect. To this end, provisions of BCC Chapter 28 are severable. [Ord. 98-0139]

PROHIBITIONS

28.105 Discrimination in Employment Prohibited.

(1) It shall be an unlawful employment practice for an employer to discriminate on the basis of an individual's race, religion, color, sex, national origin, marital status, age if the individual is 18 years of age or older, or disability, by committing any of the acts made unlawful under the provisions of ORS 659.030 and 659.425.

(2) In addition, it shall be an unlawful employment practice for an employer to discriminate on the basis of an individual's sexual orientation, source of income, gender identity or familial status, by committing against any such individual any of the acts already made unlawful under ORS 659.030 when committed against the categories of persons listed herein. [Ord. 98-0139]

28.110 Discrimination in selling, renting, or leasing real property prohibited.

(1) It shall be unlawful to discriminate in selling, renting or leasing real property on the basis of an individual's race, religion, color, sex, national origin, marital status, familial status, or disability, by committing any of the acts made unlawful under the provisions of ORS 659.033 and 659.430.

(2) In addition, it shall be unlawful to discriminate in selling, renting or leasing real property on the basis of an individual's sexual orientation, gender identity, source of income, or age if the individual is 18 years of age or older except as is excluded in ORS 659.033 subsection 6(a) and (b), by committing against any such individual any of the acts already made unlawful under ORS 659.033 when committed against the categories of persons listed therein. [Ord. 98-0139]

28.115 Discrimination in Places of Public Accommodation Prohibited.

(1) It shall be unlawful to discriminate in public accommodations on the basis of an individual's race, religion, color, sex, national origin, marital status, age if the individuals is 18 years of age or older, or disability, by committing any of the acts made unlawful under the provisions of ORS 659.037, 659.425, or ORS 30.670 to 30.685.

(2) In addition, it shall be unlawful in public accommodations to discriminate on the basis of an individual's sexual orientation, gender identity, source of income or familial status, by committing against any such individual any of the acts already made unlawful under ORS 659.037 or ORS 30.670 to 30.685 when committed against the categories of persons listed therein. [Ord. 98-0139]

ATTACHMENT C



Benton County Special and Rural Transportation Program

TITLE VI NON- DISCRIMINATION STATEMENT

Benton County Special and Rural Transportation ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin.

Any person who believes he or she has been discriminated against should contact:

**Benton County Special and Rural Transportation
Lee Lazaro, Program Coordinator
PO Box 1083, Corvallis OR 97339-1083
TELEPHONE (541) 754-1748
Lee.Lazaro@corvallisoregon.gov**



Condado de Benton Programa de Transporte Rural y Especial

**DECLARACION DE NO
DISCRIMINACION
SEGUN EL TITULO VI**

El Condado de Benton Programa de Transporte Rural y Especial garantiza el cumplimiento del Título VI, 49 CFR, parte 21 de la Ley de Derechos Civiles (*Civil Rights Act*) de 1964, leyes y reglamentos relacionados con el fin de que ninguna persona sea excluida de los beneficios o se le nieguen los mismos, o sea víctima de discriminación por motivos de raza, color, sexo o nacionalidad en cualquier programa o actividad que reciba ayuda financiera del Departamento de Transporte de los Estados Unidos.

Cualquier persona que crea haber sido víctima de discriminación debe comunicarse con:

**Benton County Special and Rural Transportation
Lee Lazaro, Gerente de Derechos
PO Box 1083, Corvallis OR 97339-1083
TELEFONO (541) 754-1748
Lee.Lazaro@corvallisoregon.gov**

ATTACHMENT D



Benton County Special and Rural Transportation Title VI Complaint Form

Instructions: If you would like to submit a Title VI complaint to the Benton County Special Transportation Agency, please fill out the form below and send it to: Benton County Special Transportation, Attn: Title VI Coordinator, Box 1083, Corvallis, OR 97339-1083. For questions or a full copy of County's Title VI policy and complaint procedures call 541-754-1748 or email Lee Lazaro at lee.lazaro@corvallisoregon.gov.

1. Name (Complainant):									
2. Phone:	3. Home address (street no., city, state, zip):								
4. If applicable, name of person(s) who allegedly discriminated against you:									
5. Location and position of person(s) if known:	6. Date of incident:								
7. Discrimination because of: <table><tr><td>☐ Race</td><td>☐ National origin</td></tr><tr><td>☐ Color</td><td>☐ Other</td></tr><tr><td>☐ Sex</td><td></td></tr><tr><td>☐ Disability</td><td></td></tr></table>		☐ Race	☐ National origin	☐ Color	☐ Other	☐ Sex		☐ Disability	
☐ Race	☐ National origin								
☐ Color	☐ Other								
☐ Sex									
☐ Disability									
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.									

9. Why do you believe these events occurred?		
10. What other information do you think is relevant to the investigation?		
11. How can this/these issue(s) be resolved to your satisfaction?		
12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses): Name: _____ Address: _____ Phone number: _____		
13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? ☐ Yes ☐ No If yes, check all that apply: ☐ Federal agency ☐ Federal court ☐ State court ☐ Local agency ☐ State agency If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed. Agency/Court: _____ Contact's Name: _____ Address: _____ Phone number: _____		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 5px;">Signature (Complainant):</td> <td style="width: 40%; padding: 5px;">Date of filing:</td> </tr> </table>	Signature (Complainant):	Date of filing:
Signature (Complainant):	Date of filing:	

ATTACHMENT E



Corvallis Area *Metropolitan Planning Organization*

Corvallis Area Metropolitan Planning Area (CAMPO) Public Involvement Framework

In an effort to enhance the quality of CAMPO's transportation planning and programming processes and to comply with federal and state requirements, the agency has developed the following public involvement goal, objectives and policies.

Goal

The goal of the CAMPO's Public Involvement Process is to gain to the maximum extent possible the active participation of all citizens and stakeholders in the MPO's transportation planning and programming activities.

Objectives

The objectives of the CAMPO Public Involvement Process are to:

1. Inform the public about transportation issues under consideration by the MPO;
2. Provide opportunities to the public to get involved in all phases of transportation planning process;
3. Coordinate the MPO's activities with those of other public agencies and stakeholders;
4. Coordinate the MPO's activities with transit providers within and adjacent to the MPO Area;
5. Provide timely notice to the public on all transportation planning and programming activities;
6. Provide for the consideration of all input received from the public;
7. Provide timely responses to comments received on the agency's plans and programs;
8. Identify and involve traditionally underserved segments of the population, including minorities, low-income people, people with disabilities and people with Limited English Proficiency (LEP);
9. Employ the most effective means of communications to involve the public and stakeholders in the planning process.

Public Involvement Policies

CAMPO's public involvement policies are relative to the type of its activities. For this purpose, CAMPO's activities are divided into Routine and Major.

1. **Routine Activities.** These are primarily administrative tasks that are performed routinely over the course of a year or two. Examples of these are the development of the Unified Planning Work Program (UPWP), the Self-Certification Process and the monthly meetings of the Policy Board and the Technical Advisory Committee. For these activities CAMPO will, at a minimum, conduct the following:

- a. Post MPO documents on the website and make copies available to the public;
 - b. Post meeting dates, agendas and minutes on the MPO website;
 - c. Provide an explanation of the issues on the website;
 - d. Invite the public to submit comments in writing, through email or by telephone;
 - e. Provide the Policy Board a summary of comments received prior to any formal decision;
 - f. Provide a public comment opportunity on each Policy Board agenda;
 - g. Announcing the Meetings of the Policy Board in the newspaper;
 - h. Provide additional opportunity for public review and comments when the final version of a transportation document is significantly different from the one viewed by the public.
2. **Major Activities.** Major activities are transportation planning and programming efforts that are undertaken periodically. Examples of these are the development and periodic update of the MPO's Regional Transportation Plan and Transportation Improvement Program or the undertaking of special studies. These are performed every two to five years. For these functions, CAMPO will develop a specific public involvement program prior to the commencement of that activity. The specially tailored programs, at a minimum, will include all the elements listed above for Routine MPO Activities and will also include public informational meetings and solicitation of public comments.

Means of Public Outreach

In developing special public involvement programs, CAMPO may employ a combination of the following measures:

1. Active Public Participation

- a. Holding public meetings in various forms, i.e., facilitated workshops, theatre or open house;
- b. Forming Ad hoc committees, task forces, focus groups, charrettes and other small group techniques;
- c. Conducting public opinion surveys;
- d. Holding public hearings;
- e. Holding public comment periods;
- f. Developing and maintaining a special webpage with commenting facility;
- g. Issuing electronic newsletters.

2. Accessibility of Information

- a. Making major transportation planning documents available at libraries, city halls, Benton County Public Works, and on the web
- b. Making presentations on transportation planning issues to stakeholders and community groups, as appropriate
- c. Providing the Policy Board with summary transcripts of public comments prior to their decisions

3. Channels of Public Notification

- a. Posting information and documents in CAMPO website
- b. Purchasing advertisements in media
- c. Issuing press releases, and using public service announcements
- d. Posting legal notices in printed media
- e. Sending direct mail to a list of interested individuals, stakeholders, affected businesses and neighborhoods, and special interests groups
- f. Holding direct lines of communication with stakeholders
- g. Posting notices on bulletin boards in high traffic locations, including libraries, public offices, and the university campus
- h. Issuing periodic newsletter on CAMPO's transportation planning activities
- i. Using local and public access TV channels
- j. Consulting with appropriate advisory committees and commissions in the area
- k. Utilizing electronic bulletin boards or other forms of social media

Periodic Evaluation

Metropolitan Transportation Planning Regulations require periodic review of the effectiveness of the MPO's public involvement process. CAMPO will periodically review its public involvement process to ensure that all interested parties, including transportation stakeholders and

traditionally underserved groups, have been provided with equal opportunities to participate in the transportation planning processes. A variety of tools may be used for this review, including, but not limited to, those listed below:

- a. Use of meeting evaluation forms;
- b. Surveys to inquire whether citizens have heard about CAMPO's public meetings and/or other public involvement opportunities;
- c. Input from citizens through phone calls, letters and emails or comments made at public meetings;
- d. Holding a public meeting on the updated document
- e. Consultation with the Technical Advisory Committee.

The CAMPO Policy Board will ultimately determine the need for such periodic evaluations and any modifications to this document.

ATTACHMENT F



**BENTON COUNTY SPECIAL AND RURAL TRANSPORTATION PROGRAM
LIMITED ENGLISH PROFICIENCY PLAN
August, 2014**

Benton County Special and Rural Transportation (BCSRT) is required to take responsible steps to ensure meaningful access to the benefits, services, and information by individuals who are Limited English Proficient (LEP). BCSRT consulted the USDOT's LEP Guidance and performed a four factor analysis of our contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis

Factor 1: The number or proportion of LEP persons in the service area.

Step A: Prior experience with LEP individuals. Over the past year, our dispatchers have taken only 3 phone calls from LEP persons which have required the use of an interpreter. In each case, a family member of the caller was able to assist with translation.

Step B: Data-gathering. Information was gathered from the following sources to identify information on persons who speak languages other than English at home and those who speak English less than well or not at all and would be classified as Limited English Proficient or "LEP":

- a. 2010 Census Data
- b. Census Bureau's 2012 American Community Survey and Fact Finder Surveys
- c. Oregon Rural Community Explorer, Oregon State University

Step C: Data Analysis. According to the Portland University Population Research Center, which uses US Census and American Community Survey data in its models, Benton County's estimated 2012 population was 86,785. A review of the 2012 American Community Survey data (<http://factfinder.census.gov>) indicates that of this 86,785 population, 7,577 individuals were foreign-born outside of the United States. The number of people over age 5 who speak a language other than English at home was 11.8% of the total population, with 3.8% of the County population reporting that they speak English less than "very well." The most common language other than English spoken at home was a mixed bag: Spanish was the most common, with 4.8% of the population recorded as speaking Spanish or Spanish Creole. Asian and Pacific Islander languages represents an additional 3.6%; other Indo-European languages (most likely Russian or Slavic) are spoken by 2.3%; and all other languages are spoken by 1.2% of the population.

According to the Rural Community Explorer, statistically there are an estimated 2,077 persons over the age of 5 in Benton County who are linguistically isolated – this would correspond to a determination of our limited English proficiency community. According to the survey, the group most likely to report not speaking English well are the Spanish-speaking population. (Source: American Community Survey, 2008-2012 American Community Survey 5-Year Estimates, S1601, Benton County, Oregon). Like other rural Oregon counties, many foreign-born Spanish-speaking individuals work in agriculture or related businesses.

STATE OF OREGON - LANGUAGE SPOKEN AT HOME								
2008-2012 American Community Survey 5-Year Estimates S1601								
Oregon County	Language Spoken at Home	Total Population 5 years and over	Speak only English	Speak a language other than English				
					Spanish or Spanish Creole	Other Indo-European languages	Asian and Pacific Island languages	Other languages
Benton	Total	81,692	88.20%	11.20%	4.60%	2.30%	3.60%	1.20%
	Speak English "very well"	96.20%	(X)	72.2%	66.1%	83.8%	69.6%	82.0%
	Speak English less than "very well"	3.80%	(X)	27.8%	33.9%	16.2%	30.4%	18.0%

Factor 2: The frequency of contact with LEP individuals in the service.

BCSRT serves LEP persons infrequently through rural transit, senior and disabled transportation, and paratransit services. Over the past year, our dispatcher has taken only 3 phone calls from LEP persons in our area which has required the use of an interpreter. In each case, a family member of the caller was able to assist with translation.

Factor 3: The importance of the service to LEP persons.

Corvallis Transit System (CTS) is the major fixed route public transportation provider in the City of Corvallis and provides a link between residential areas, commercial centers, healthcare facilities, educational campuses, and social service offices. BCSRT services compliment CTS through provision of rides to seniors and persons with disabilities within the City, and for the general public in rural areas such as Adair Village, Philomath, Alsea, and Toledo, with a connection on to Newport on the coast. The BCSRT contractor, Benton County Dial-a-Bus, also provides complimentary paratransit service for CTS. The Philomath Connector, operated by the City of Philomath in conjunction with CTS, links Philomath to Corvallis.

Language barriers would most affect users of the senior, disabled, and complementary paratransit Dial-a-Bus service, as reservations for the system are taken via telephone.

The complementary paratransit service provides only a very small portion of the almost one million total annual rides provided by CTS.

The BCSRT contractor reports that typically, the small number of LEP callers are able to be assisted by other family members who are more proficient in English. There have been zero service denials to individuals due to limited English proficiency.

Factor 4: The resources available to assure access to services by LEP persons

BCSRT currently provides some information in Spanish through bus schedules, and information on the buses. Both Benton County and the City of Corvallis maintain a list of employees who are fluent in Spanish and other languages, and can assist with telephone or in-person interpretation. Professional translation services are utilized when required for written communications.

Resources for Providing Language Assistance Services

Based on the four factor analysis, BCSRT recognizes the need to continue providing language services, and to improve the outreach efforts presently provided. A review of relevant programs, activities and services that are presently being offered include:

- Spanish speaking translators who work at Benton County or City of Corvallis are available upon request during normal business hours
- Regular Dial-a-Bus route and schedule information are available in Spanish on printed brochures
- City and County community surveys are available in Spanish format

Based on the demand for alternate language services, and considering the limited budget of the BCSRT program, other activities and services that will be developed in the next three years include:

- BCSRT will enter into a contract with the translation service "Language Line" for phone calls taken from LEP individuals
- All BCSRT brochures and route maps, including the 99 Express and Coast-to-Valley service, will be updated and will have a Spanish-language version
- Spanish translation of route, schedule, and fare information will be made available on the BCSRT website

Outreach to the LEP Community

BCSRT's outreach and marketing initiatives have yielded a list of community organizations that serve populations with limited English proficiency. The following list of community organizations will be contacted to assist in gathering information and see what services are most frequently sought by the LEP population:

- Corvallis Public School District
- Linn-Benton Hispanic Advisory Council
- Corvallis Area Chamber of Commerce
- Corvallis Public Participation Task Force

Providing Notice to LEP's of Language Assistance

Once the above-noted language assistance improvements are fully in place, notice will be placed on the BCSRT buses, website, and on the bus schedule brochures announcing the availability of language assistance.

Monitoring, evaluating and updating LAP

Albany Transit staff will contact the community organizations that serve LEP persons, as well LEP persons themselves, and also perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve transit services to assure non-discriminatory service to LEP persons. ATS will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

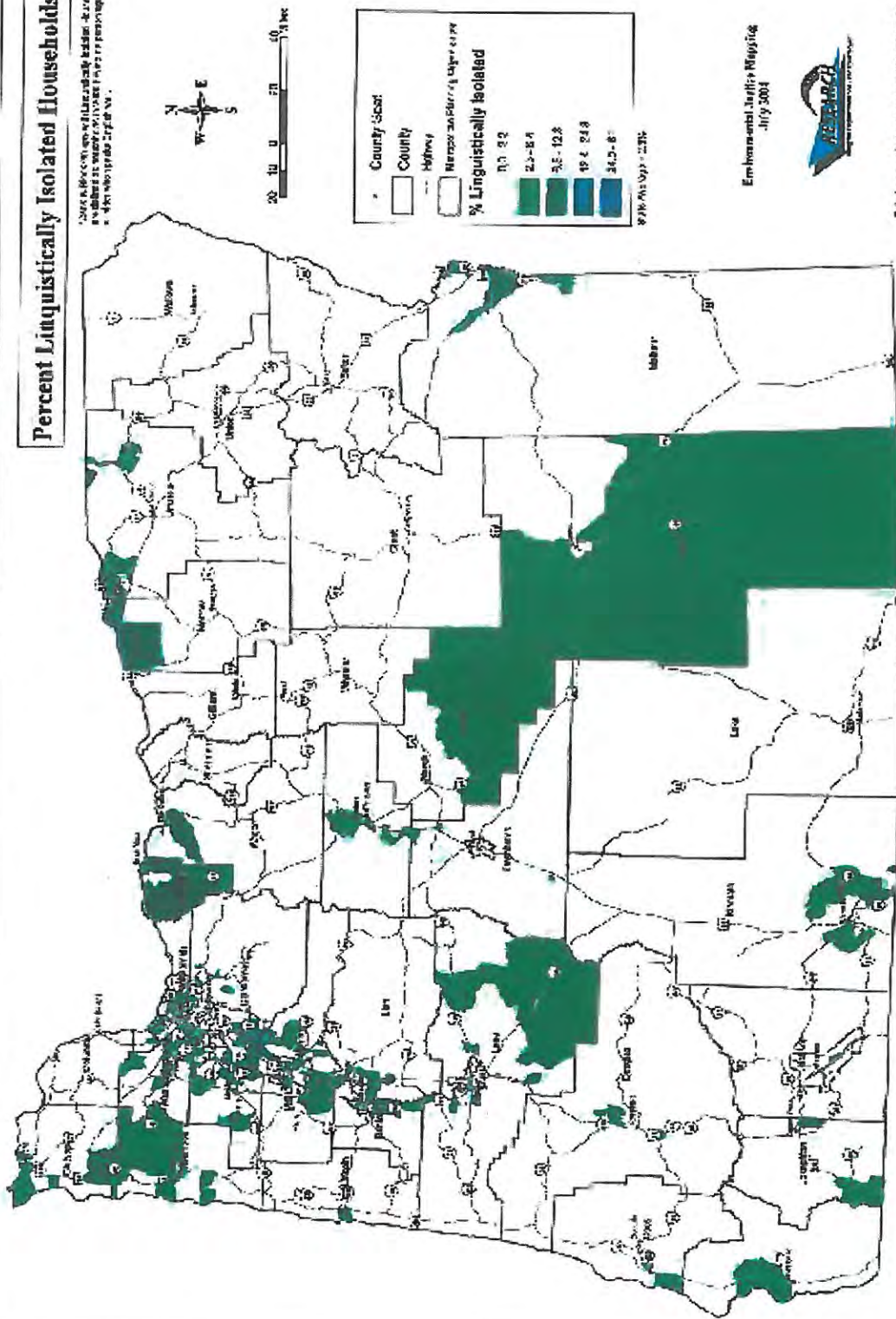
Training Employees

BCSRT will facilitate training of contractor employees and volunteers to proficiency regarding the need and availability of language assistance to LEP individuals who use the service. Employees will be encouraged to use the services provided when contact with LEP individuals prevents or hinders communication. This training will be provided at least annually.

ATTACHMENT G

Percent Linguistically Isolated Households*

*2000 U.S. Census data on household language spoken at home by persons 5 years and over. Percentages are based on the total population of the county.



Environmental Justice Mapping
July 2004



Data Source: U.S. Census Bureau 2000, 2002, 2004
Oregon Geographic Information System (OGIS) 2004

BENTON COUNTY DATA			BENTON COUNTY 2008-12			Source
Population	Total Population Estimate		25,011	—	NA	"U.S. Census Bureau, American Community Survey."
	Annual Population Change (projected by PSJ Planning Research Center) 2007-14		NA	—	66,785	"Population Research Center, Portland State University."
	Total Population Count		NA	—	24,621	"U.S. Census Bureau, Decennial Census (1980, 2000, 2010)."
Age	Median Age (estimate)		32.1	+/- 0.5	NA	"U.S. Census Bureau, American Community Survey."
	Population 65 and over (%)		13.9	—	NA	"U.S. Census Bureau, Decennial Census."
	Median Age (based on total population) 2008-12		NA	—	NA	"U.S. Census Bureau, Decennial Census."
	Population Pyramid (based on total population count)		NA	—	NA	"U.S. Census Bureau, Decennial Census."
Economic Wellbeing	Poverty Rate		21.61%	+/- 1.2%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Child Poverty Rate		16.77%	+/- 2.6%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Percentage of individuals with income less than or equal to 150% of the Poverty Level		26.21%	+/- 1.7%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Percentage of individuals in Extreme Poverty (with income 50% or less of Poverty Level)		12.26%	+/- 1.2%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Percentage of Students Eligible for Free & Reduced Lunch Program	50-100%	NA	—	50-55%	"Oregon Department of Education, California Department of Education, Public Schools."
Family Structure	Average Family Size (estimate)		2.84	+/- 0.02	NA	"U.S. Census Bureau, American Community Survey."
	Average Household Size (estimate)		2.47	+/- 0.02	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of Families with Children under 18 (estimate)		47.00%	+/- 2.9%	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of Families with Children under 18 that are Single-Parent Families (estimate)		26.19%	+/- 4.7%	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of Single-Parent Families with Children	COUNTY	NA	—	25.00%	"Oregon Department of Human Services, California Department of Public Health, Child Welfare."
Income	Percentage of Adults with 4-year Degree or Greater		40.67%	+/- 1.8%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Median Household Income (in 2008 dollars)		\$36,700	+/- \$2,200	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Percentage of Households with Family Disposable Income		2.50%	+/- 0.5%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
	Percentage of Households with Retirement Income		1.75%	+/- 0.1%	NA	"U.S. Census Bureau, Decennial Census (1980, 2000), American Community Survey (2005-09)."
Unemployment	Minority Income as a percentage of white income COUNTY		67.50%	+/- 6.4%	NA	"U.S. Census Bureau, American Community Survey."
	Unemployment Rate (estimate reported by OR Employment Dept) COUNTY		NA	—	8.1	"Oregon Employment Department."
Migration	Unemployment Rate (estimate reported by OR Employment Dept) COUNTY		NA	—	8.1	"Oregon Employment Department."
Race & Ethnicity	Percentage of Population (age 65+) living in a different house one year before		18.07%	+/- 1.0%	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of population White, non-Hispanic		81.50%	—	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of population Black, non-Hispanic		1.99%	—	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of population American Indian or Alaska Native, non-Hispanic		0.03%	—	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of population Asian, non-Hispanic		6.63%	—	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of population Pacific Islander, non-Hispanic		0.26%	—	NA	"U.S. Census Bureau, American Community Survey."
Race & Ethnicity	Percentage of population Other race, non-Hispanic		0.17%	—	NA	"U.S. Census Bureau, American Community Survey."
	Percentage of population Hispanic, non-Hispanic		0.17%	—	NA	"U.S. Census Bureau, American Community Survey."

BENTON COUNTY DATA			BENTON COUNTY 2010-12			Source
	Percentage of Population with household head		27.7%		NA	
	Percentage of Population with head		8.42%		NA	
	Percentage of Population over 5, living alone		1.21%	1.07%	NA	
	Percentage of Population over 5, living alone		2.47%	2.07%	NA	
	Percentage of Population over 18, living alone		4.03%	3.24%	NA	
Home Ownership	Home Ownership Rate (estimated)		57.78%	55.13%	NA	U.S. Census Bureau, American Community Survey ¹
	Housing Vacancy Rate (estimated)		3.71%	3.11%	NA	U.S. Census Bureau, American Community Survey ¹
	Median Home Value (in 2010 dollars)		\$211,100	~\$120M	NA	U.S. Census Bureau ²
	Percentage of Owners Below Median Income and Housing Costs Exceeded	COUNTY	NA		NA	Oregon Housing and Community Services Department, as reported by the Oregon Housing and Community Services ³
	Percentage of Renters Below Median Income and Housing Costs Exceeded	COUNTY	NA		NA	Oregon Housing and Community Services Department, as reported by the Oregon Housing and Community Services ³
						U.S. Census Bureau, American Community Survey ¹
	Housing Tenure by Age (estimated)		NA		NA	
Food Security	Estimated Percentage of Individuals who are Food Insecure	COUNTY	NA		NA	Rural Studies Program, Oregon State University (2008 only); 10% Food Insecure from the Rural Cap.
	Estimated Percentage of Individuals who are Food Insecure with Hunger	COUNTY	NA		NA	Rural Studies Program, Oregon State University (2008 only); 10% Food Insecure from the Rural Cap.
	Estimated Number of Food Insecure Individuals	COUNTY	NA		NA	Rural Studies Program, Oregon State University (2008 only); 10% Food Insecure from the Rural Cap.
	Estimated Percentage of Children who are Food Insecure	COUNTY	NA		NA	Rural Studies Program, Oregon State University (2008 only); 10% Food Insecure from the Rural Cap.
	Estimated Number of Food Insecure Children	COUNTY	NA		NA	Rural Studies Program, Oregon State University (2008 only); 10% Food Insecure from the Rural Cap.